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Hisense 55U72NQ

Hisense 55U72NQ 55-inch Mini-LED 4K Smart TV User Manual

Model: 55U72NQ

1. INTRODUCTION

Welcome to the user manual for your new Hisense 55U72NQ 55-inch Mini-LED 4K Smart TV. This television is designed to deliver an exceptional viewing experience with its advanced Mini-LED PRO display, 4K resolution, and 144Hz refresh rate. Featuring the intuitive VIDAA U7 Smart TV platform, built-in Alexa, and comprehensive connectivity options, your Hisense TV offers seamless entertainment and smart home integration. This manual provides essential information for setting up, operating, maintaining, and troubleshooting your television to ensure optimal performance and longevity.



Figure 1.1: Front view of the Hisense 55U72NQ 55-inch Mini-LED 4K Smart TV.

2. SAFETY INFORMATION

Please read all safety and operating instructions carefully before using your television. Keep these instructions for future reference.

- **Power Source:** Connect the TV only to the power supply indicated on the rating label. Ensure the power cord is not walked on or pinched.
- **Ventilation:** Do not block any ventilation openings. Maintain adequate space around the TV for proper airflow.
- **Water and Moisture:** Do not expose the TV to rain or moisture. Do not place objects filled with liquids, such as vases, on the TV.
- **Cleaning:** Unplug the TV from the wall outlet before cleaning. Use a soft, dry cloth. Do not use liquid cleaners or aerosol cleaners.
- **Mounting:** When mounting the TV on a wall, follow the instructions provided with the wall mount kit. Ensure the wall mount is suitable for the weight of the TV.
- **Lightning:** For added protection during a lightning storm or when left unattended for long periods, unplug the TV from the wall outlet and disconnect the antenna or cable system.
- **Servicing:** Do not attempt to service this product yourself. Refer all servicing to qualified service personnel.

3. SETUP

3.1 Unboxing and Package Contents

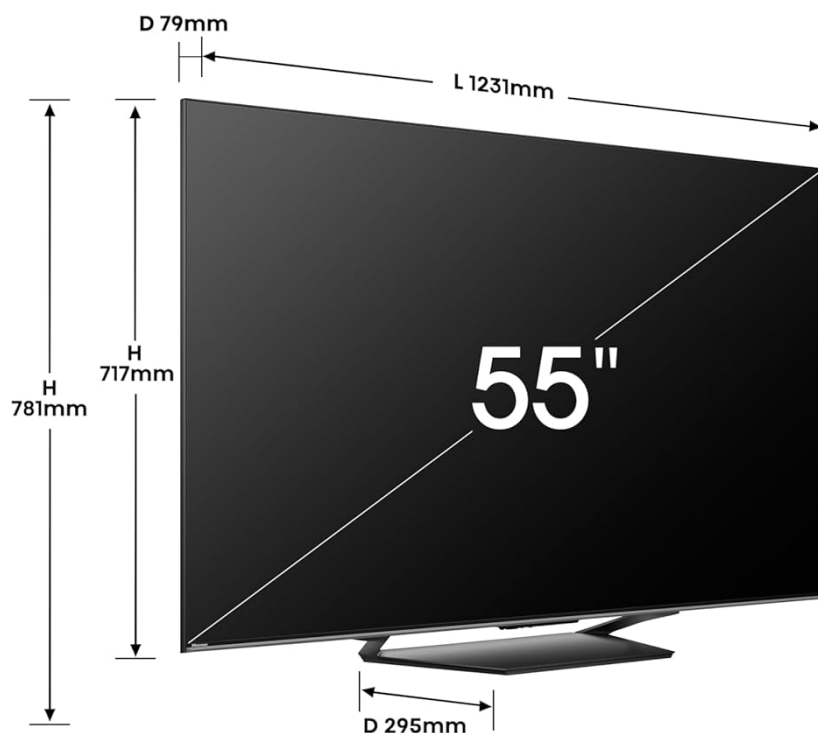
Carefully remove the TV and all accessories from the packaging. Ensure all components are present and undamaged. The package should include:

- Hisense 55U72NQ Television
- Power Cable
- Remote Control
- User Manual
- Quick Start Guide
- Batteries for Remote Control (may be included separately)

Hisense

U7

MiniLED
ULED



Cosa c'è nella scatola

- Telecomando
- Batterie telecomando
- Manuale d'uso
- Pagina "Quick Start"
- Cavo di alimentazione

Dimensione per Staffa

Standard VESA:
400x200 mm

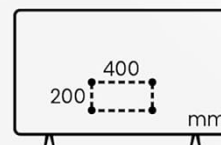


Figure 3.1: Product dimensions and included accessories. Note the VESA standard for wall mounting is 400x200 mm.

3.2 Assembling the Stand / Wall Mounting

You can either use the included stand or a compatible VESA wall mount (sold separately).

- **Stand Assembly:** Attach the stand base to the TV using the provided screws, ensuring it is securely fastened. Place the TV on a stable, level surface.
- **Wall Mounting:** If wall mounting, remove the stand (if pre-attached). Refer to your wall mount kit's instructions for proper installation. The TV's dimensions are approximately 123.1 cm (width) x 71.7 cm (height) x 7.9 cm (depth) without stand, and it weighs 15.4 kg.



Figure 3.2: Rear and side views of the Hisense 55U72NQ TV, showing mounting points and profile.

3.3 Connecting External Devices

Your Hisense TV offers a variety of ports for connecting external devices.

- **HDMI:** Connect Blu-ray players, game consoles, or set-top boxes to the HDMI 2.1 ports. This model features multiple HDMI 2.1 ports, including one with eARC for enhanced audio return channel functionality.
- **USB:** Plug in USB flash drives for media playback.
- **Antenna (ANT):** Connect your terrestrial or satellite antenna cable for DVB-T2/S2 reception.
- **Digital Audio Out:** Connect to a soundbar or audio receiver for enhanced sound.
- **Ethernet:** For a stable wired internet connection.
- **Headphone:** For private listening.



Figure 3.3: Detailed view of the Hisense 55U72NQ TV's back panel, showing various input and output ports.

3.4 Initial Power On and First-Time Setup Wizard

After connecting all necessary cables, plug the TV into a power outlet and press the power button on the remote control or TV. The TV will guide you through the initial setup process, including language selection, network connection (Wi-Fi or Ethernet), channel scanning, and smart TV account setup.



Figure 3.4: Illustration of various connectivity options, including Wi-Fi, Bluetooth, HDMI, and Apple AirPlay 2.

4. OPERATING YOUR HISENSE TV

4.1 Using the Remote Control

The included remote control provides full functionality for your TV. It features dedicated buttons for popular streaming services and voice control capabilities.

- **Power Button:** Turns the TV on or off.
- **Navigation Pad (OK button):** Used to navigate menus and confirm selections.
- **Volume/Channel Buttons:** Adjust volume and change channels.
- **One-Touch Access:** Quick access buttons for services like Netflix, YouTube, Prime Video, and Disney+.
- **Voice Control:** Activate Alexa Built-in or VIDAA Voice by pressing the microphone button.
- **Solar Charging:** The remote control can be recharged via solar power or a Type-C USB connection.



Figure 4.1: The Hisense TV remote control, highlighting one-touch access buttons, voice control, and solar charging capability.

4.2 Navigating the VIDAA U7 Smart TV Interface

The VIDAA U7 operating system provides a user-friendly interface for accessing apps, live TV, and connected devices. Use the navigation buttons on your remote to browse content and settings.



VIDAA

**Facile. Veloce. Sicuro. Intrattenimento
Locale e dal Mondo.**

*La disponibilità di contenuti e applicazioni varia a seconda del territorio.

Figure 4.2: The intuitive VIDAA Smart TV home screen, showing various streaming applications and content recommendations.



Figure 4.3: Overview of VIDAA Smart TV features, including voice remote, screen sharing, one-touch access, and universal search.

4.3 Picture Settings

Your Hisense 55U72NQ TV features advanced picture technologies for stunning visuals.

- **Mini-LED PRO with Full Array Local Dimming:** This technology provides precise backlight control for deep blacks and bright highlights, with up to 1500 nits peak brightness.
- **QLED Display:** Quantum Dot technology delivers a wider color gamut and more vibrant colors.
- **HDR Compatibility:** Supports Dolby Vision IQ, HDR10+ Adaptive, HLG, and HDR10 for enhanced contrast and color in compatible content.
- **Hi-View Engine PRO:** Hisense's intelligent processor optimizes picture quality in real-time.
- **IMAX Enhanced:** Experience IMAX's signature picture and sound quality at home with certified content.
- **Filmmaker Mode:** Preserves the director's original vision by disabling post-processing effects.



The illustration shows a cross-section of a TV panel. At the top, there's a dark, textured surface representing the screen. Below it is a grid of small, square light sources. Some of these sources are illuminated, creating bright vertical beams of light that pass through the grid and illuminate the screen above. The background behind the screen shows a landscape with mountains and a sunset or sunrise, with the light from the screen highlighting the details of the scene.

Mini-LED PRO **Full Array Local Dimming**

1500 **Fino a 1500 nits di luminosità**

Mini-LED Pro with Full Array Local Dimming

La rivoluzione della luce

Figure 4.4: Illustration of Mini-LED Pro technology with Full Array Local Dimming, showing precise light control.

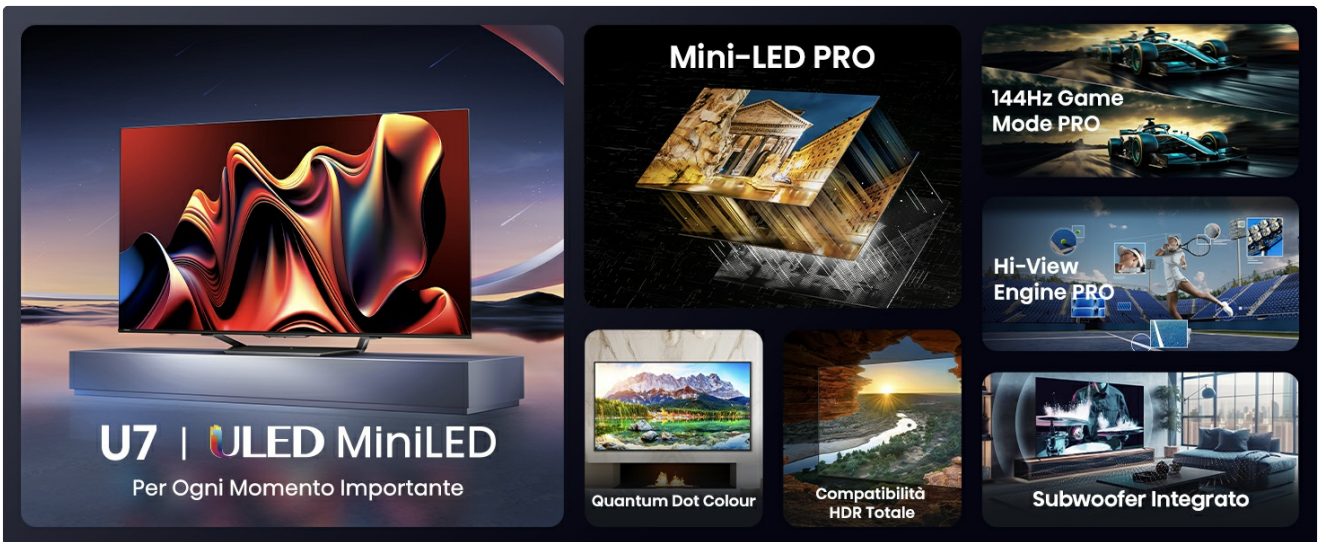


Figure 4.5: Visual representation of the TV's comprehensive HDR compatibility, including HDR10+, Dolby Vision IQ, and HDR10.



Figure 4.6: The Hi-View Engine PRO, Hisense's advanced processor for AI-based visual mastery.

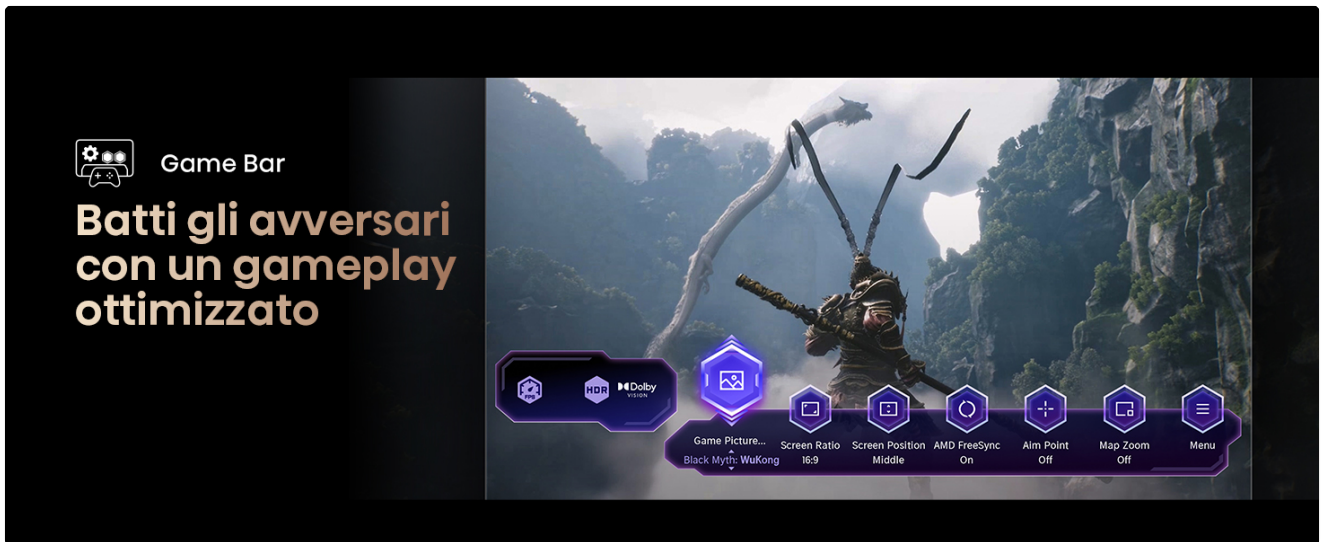


Figure 4.7: Description of the IMAX Enhanced feature, bringing cinematic quality to your home.

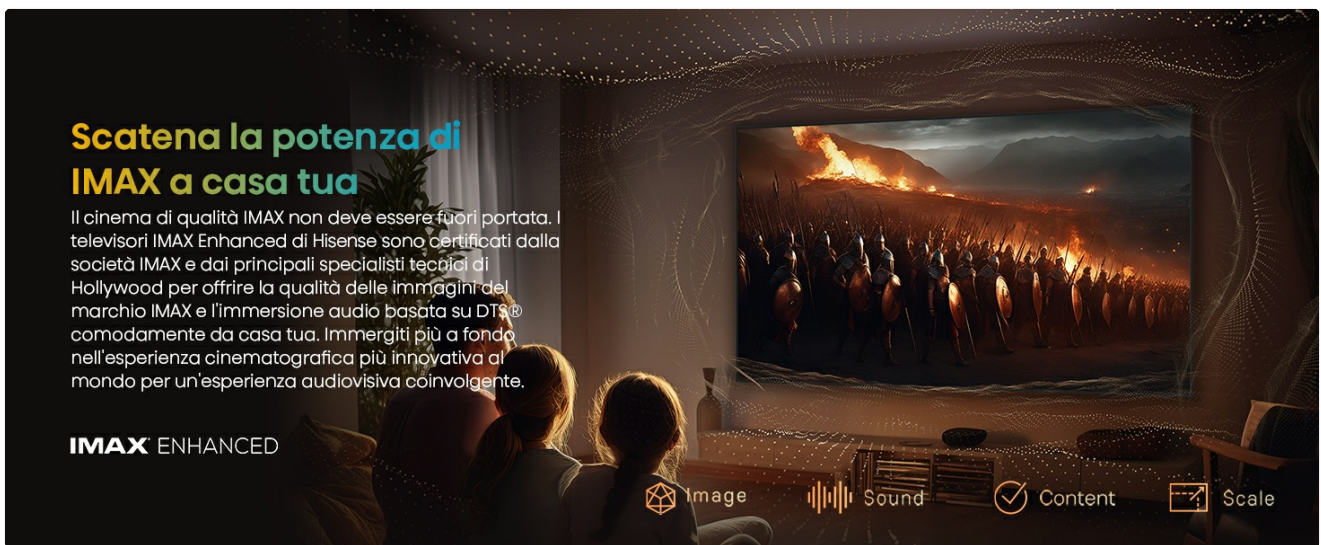


Figure 4.8: Explanation of Filmmaker Mode, ensuring content is viewed as intended by the creators.

4.4 Sound Settings

Enjoy immersive audio with your Hisense TV.

- **Integrated Subwoofer:** Provides deep, rich bass for a more impactful audio experience.
- **Dolby Atmos:** Delivers multi-dimensional sound that moves around you.
- **EZPlay:** Allows for easy control of Hisense soundbars directly from your TV interface.



Figure 4.9: Visual demonstrating the integrated subwoofer for deep, immersive bass.

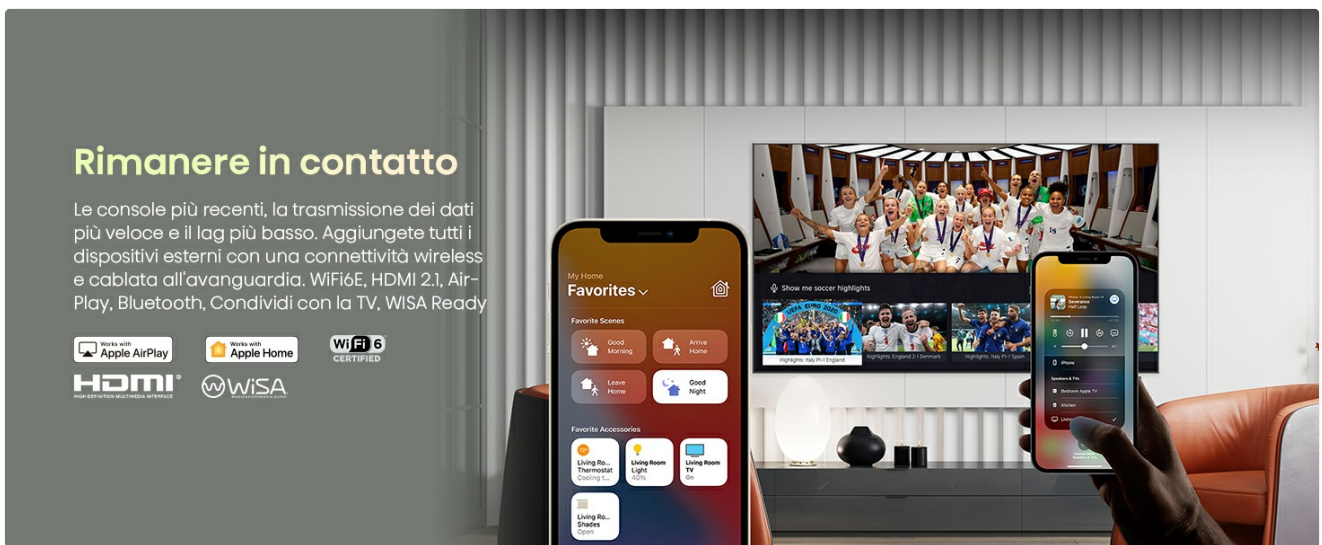


Figure 4.10: EZPlay feature for seamless control of Hisense soundbars.

4.5 Gaming Features

Optimized for gaming, the 55U72NQ offers a smooth and responsive experience.

- **144Hz Game Mode PRO:** Provides an ultra-smooth gaming experience with a high refresh rate.
- **AMD FreeSync Premium Pro:** Eliminates screen tearing and stuttering for fluid gameplay.
- **Game Bar:** A dedicated on-screen menu for quick access to gaming-related settings and information.
- **Low Input Lag:** Ensures minimal delay between your input and on-screen action.

144Hz
+
PRO

144Hz Game Mode PRO

AMD FreeSync Premium Pro

240 High Refresh Rate

144Hz VRR

ALLM

Without 144Hz VRR

With 144Hz VRR

144Hz Game Mode PRO

Gioca in vantaggio

Figure 4.11: Visual comparison demonstrating the smoothness of 144Hz Game Mode PRO with VRR.

Modalità immagine personalizzata

Qualità dell'immagine ottimizzata, esperienza di gioco migliorata.

Game Picture...
Black Myth: WuKong

*L'interfaccia utente della barra di gioco potrebbe essere modificata con l'aggiornamento del sistema operativo.

Figure 4.12: AMD FreeSync Premium Pro for tear-free and low-latency gaming.



Figure 4.13: The Game Bar interface for optimizing gameplay settings.

4.6 Voice Control

Control your TV hands-free with integrated voice assistants.

- **Alexa Built-in:** Use voice commands to search for content, control smart home devices, and more.
- **VIDAA Voice:** Hisense's native voice assistant for TV functions.

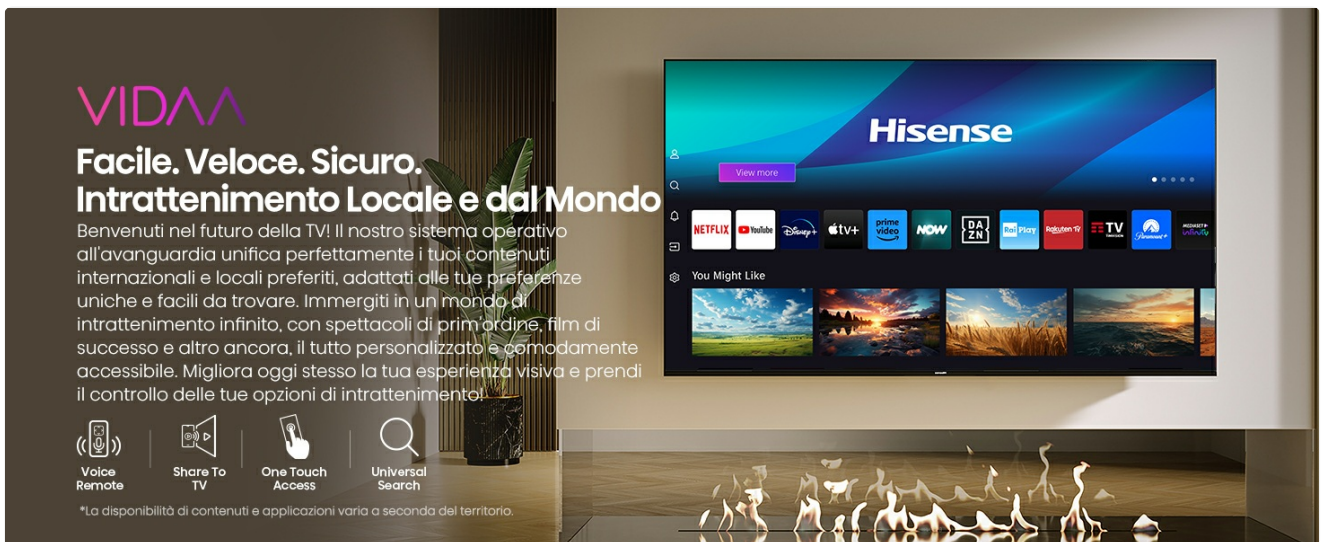


Figure 4.14: Illustration of hands-free voice control for the Hisense TV.

4.7 Special Modes

- **AI Sports Mode:** Optimizes picture and sound settings for sports content, enhancing clarity and motion.



Figure 4.15: AI Sports Mode for clear and fluid images during fast-paced sports scenes.

5. MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your Hisense TV.

- **Cleaning the Screen:** Gently wipe the screen with a soft, lint-free cloth. For stubborn marks, slightly dampen the cloth with water or a specialized screen cleaner (do not spray directly on the screen).
- **Cleaning the TV Body:** Use a soft, dry cloth to wipe the TV's frame and stand.
- **Ventilation:** Ensure the ventilation openings on the back of the TV are not blocked by dust or objects. Regularly clean any dust accumulation.
- **Power Cord:** Periodically check the power cord for any damage. If damaged, replace it immediately with an approved cord.

6. TROUBLESHOOTING

This section addresses common issues you might encounter with your Hisense TV.

| Problem | Possible Cause | Solution |
|----------------------------------|---|--|
| No power | Power cord disconnected; no power from outlet. | Check power cord connection; test outlet with another device. |
| No picture, but sound is present | Incorrect input source selected; external device issue. | Press the 'Input' button on the remote to select correct source; check external device connection. |
| No sound, but picture is present | Volume muted or too low; audio cable disconnected. | Unmute volume or increase level; check audio cable connections. |
| Remote control not working | Batteries low or inserted incorrectly; obstruction. | Replace batteries; ensure line of sight to TV's IR sensor; recharge solar remote. |
| Cannot connect to Wi-Fi | Incorrect password; router issue; TV too far from router. | Verify password; restart router; move TV closer or use Ethernet. |

7. SPECIFICATIONS

Detailed technical specifications for the Hisense 55U72NQ TV.

| Feature | Detail |
|-------------------------|---|
| Model Number | 55U72NQ |
| Screen Size | 55 Inches (140 cm) |
| Display Technology | Mini LED, QLED |
| Resolution | 4K (3840x2160) |
| Refresh Rate | 144 Hz |
| HDR Support | Dolby Vision IQ, HDR10+ Adaptive, HLG, HDR10 |
| Smart TV Platform | VIDAA U7 |
| Voice Assistant | Alexa Built-in, VIDAA Voice |
| Connectivity | Bluetooth, Ethernet, HDMI (2.1), USB, Wi-Fi, AirPlay 2 |
| Audio Features | Integrated Subwoofer, Dolby Atmos |
| Gaming Features | 144Hz Game Mode PRO, AMD FreeSync Premium Pro, Game Bar |
| Dimensions (W x H x D) | 123.1 x 71.7 x 7.9 cm (without stand) |
| Weight | 15.4 kg |
| Energy Efficiency Class | E |

| |  U7 |  U8 |
|--|--|--|
| Series | | |
| Screen Size | 85" / 75" / 65" / 55" | 75" / 65" |
| Category | ULED MiniLED | |
| Backlight Technology | Mini-LED PRO | |
| Panel Refresh Rate | 144Hz | |
| Colour | Quantum Dot Colour | |
| Peak Brightness | 1500 nits | 3000 nits |
| Total HDR Solution <small>(Dolby Vision IQ, HDR10+ Adaptive, HLG, HDR10)</small> | YES | |
| IMAX Enhanced | YES | |
| Surround Sound | 2.1 ch | Multi-Channel Surround(2.1.2) |
| Speaker | Built-in Subwoofer | Front-Firing Speaker/ Built-in Subwoofer |
| Dolby Atmos® | YES | |
| Game | 144Hz Game Mode PRO | |
| Gaming in Dolby | YES | |
| Solar Powered Remote | YES | |

Figure 7.1: Comparison table highlighting key features of the U7 series (including 55U72NQ) versus the U8 series.

8. WARRANTY AND SUPPORT

Hisense products are designed for reliability and performance. In the unlikely event that you encounter an issue, please refer to the following information.

- **Warranty Information:** For details regarding your product's warranty, including coverage period and terms, please refer to the warranty card included in your product packaging or visit the official Hisense website for your region.
- **Returns and Refunds:** If you wish to return a product within 30 days of receipt because you have changed your mind, please consult the return policy of your retailer. If you have received a defective or damaged product, please refer to the retailer's help page for defective/damaged products.
- **Technical Support:** For technical assistance, troubleshooting beyond this manual, or service requests, please contact Hisense customer support. Contact details can typically be found on the Hisense official website or in your product's quick start guide.

